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MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

February 8, 2007

Present: Carl Britton-Watkins, Wilda Brown, Terry Burgess, Zack Commander, Bill Cook, Kathy Daughtry, Carol DeBerry, Judy Dempsey, Libb Jones, Ron Kendrick, Tisha O’Neal-Gamboa, Marian Spencer, Andrea Stevens, David Taylor Jr., Amelia Thorpe and Cynthia Vester.

Absent: Pat Coleman, Fred McClure, Dorothy O’Neal and David Smitherman.

Resigned: Colleen Vaughan.

DMH/DD/SAS Staff Present: Deputy Director Leza Wainwright, Chris Phillips, Cathy Kocian, Heather Burkhardt and Jesse Sowa.

Guests: Carolyn Anthony, Kent Earnhardt, Laura Sturgis, Judy Taylor and Jesse Willoughby.

<i>Presenter & Topic</i>	<i>Discussion</i>	<i>Action</i>
Welcome: Carl Britton-Watkins SCFAC Chair	<ul style="list-style-type: none">• The meeting was called to order at 9:30 A.M.• SCFAC members expressed unanimous approval on the new format of the minutes and stated that the January minutes were very detailed and helpful.• Carl Britton-Watkins welcomed new SCFAC member Libby Jones, SA Family Member.• Colleen Vaughan recently submitted her SCFAC letter of resignation due to personal and professional obligations.	The agenda was approved. The January 2007 minutes were approved with changes.
Public Comment & Issues Session	<ul style="list-style-type: none">• Division policy precludes paying for lunches for visitors to the State CFAC. Therefore, Cathy has arranged for visitors attending SCFAC meetings to have the option of purchasing a box lunch or salad directly from the hotel for \$10.00. Orders need to be submitted to hotel staff by 10:30 AM on the day of the SCFAC meeting.• Wilda Brown told the committee that she recently attended a Foothills CFAC meeting in which the committee discussed the new local CFAC to SCFAC reporting template. Foothills CFAC members are requesting a copy of the SCFAC final report once it is developed. SCFAC members discussed the development of a final report.• Carl Britton-Watkins referenced the statute regarding the requirement that SCFAC shall receive the findings and recommendations of local CFACs regarding ways to improve the delivery of services. In addition, the SCFAC is required to provide a report to the Secretary and Legislative Oversight Committee (LOC) at least once a year.	All questions and concerns from local CFAC groups in their reporting form need to be sent to Carl Britton-Watkins. SCFAC members will review concerns and respond appropriately.

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	<ul style="list-style-type: none"> • SCFAC members discussed the January 18, 2007 Eastern Regional CFAC meeting held at Tideland Mental Health Center. The Regional CFAC attendees discussed the Local Business Plan (LBP) review process and shared some examples of recommendations their CFACs had made to their respective LMEs. The group also received a presentation on Quality Management from Division staff. In addition, Carl Britton-Watkins commented favorably on the presentation that Wes Rider, Consumer Empowerment Team (CET), made at this event. Wes provided the group with a powerpoint overview of the CFAC statute. • Cynthia Vester mentioned the possibility of using technology to train CFACs across the state; audio-video conferencing being one option to consider. Wilda Brown said that there are financial considerations related to this. • Andrea Stevens distributed a handout consisting of an email dialogue from the Arc in Union County pertaining to the LOC proposed long range plan funding strategies. The ARC was in disagreement with the funding proposed for DD reflected in the LOC plan. Leza Wainwright mentioned that the Coalition is planning their budget proposal within days and that the SCFAC might want to review their budget. 	<p>The SCFAC agreed that the NC-CFAC Conference, when and if it occurs, would be an excellent opportunity to train CFAC members.</p> <p>SCFAC members will consider supporting the Coalition budget.</p>
Division Update: Leza Wainwright	<ul style="list-style-type: none"> • Leza provided the SCFAC with an update on the development of the 2007-2010 State Plan which must be published no later than June 30, 2007. The Division has been working with Steve Day, TAC Consultant, to develop five Division objectives: <ol style="list-style-type: none"> 1. Develop and stabilize a highly qualified provider system, 2. Implement comprehensive crisis services, 3. Assure unified system and standardization, 4. Develop opportunities for consumer employment and 5. Develop opportunities for consumer housing. • Leza provided an overview of the feedback being received regarding Enhanced Services Implementation Update #19 <i>Clarification Regarding Family Members as Paid Providers under CAP-MR/DD Waiver</i>. Leza asked for and received input from the committee regarding changes to the policy the Division is considering to accommodate the issues raised. • The SCFAC reviewed a copy of the letter and Press Release from the Secretary dated February 7, 2007 entitled <i>Focused System Review on Community Support Services</i>. There are some concerns related to the over-utilization of Community Support Services. The letter and press release announces the initiation of an audit to determine whether Community Support is being utilized appropriately. Leza told the group that in an audit of one provider, random phone calls made to parents indicated that 10 out of 12 parents were unaware that their children had received a MH diagnosis and 	

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	<p>that they were also unaware that their children were receiving a mental health service.</p> <ul style="list-style-type: none">• The Division has been working with the Department of Justice (DOJ) on issues cited in their review of our state hospitals under the Civil Rights of Institutionalized Persons Act (CRIPA). CRIPA applies to any institution (example, psychiatric, prison etc.). Due to the cooperative attitude North Carolina has expressed in relation to correcting the deficiencies cited, DOJ entered into an agreement with the Division to correct the problems rather than filing a lawsuit, as they have in other states.• SCFAC members requested an update on the Block Grants. At the present time, the Mental Health block grant is still in the President's budget. The MHBG is at risk because states cannot report outcomes for the use of the grant funds. The Substance Abuse Prevention and Treatment Block Grant, by comparison, collects good outcome data. In N.C., we can report outcomes for both grants, but many states cannot.• The Legislative Oversight Committee (LOC) has recommendations including information on the new LME cost model, which contains a reduction in funding for the LME Consumer Affairs function. This is due to the old cost model estimate of this function being entirely too high and to the fact that LMEs are no longer responsible for handling Medicaid Appeals since that function has transferred to Value Options. The new cost model includes additional funding for provider relations in order to provide for additional technical assistance and monitoring and increased funding for care coordination.• SCFAC members requested an update on LME mergers across the state. Leza stated that there is discussion around mergers taking place and the LMEs involved include:<ul style="list-style-type: none">○ New River and Smoky Mountain,○ Four counties in the Albemarle area will join Tidelands,○ Roanoke-Chowan, Pitt, and Neuse will merge 7/1/07 and it appears that Beaufort County will join them.○ Foothills has been in discussion with Catawba and Crossroads,○ Edgecombe-Nash and Wilson-Greene.• In an effort to not lose psychiatric resources, the Division cautioned every LME to avoid divesting of psychiatric services.• Carl Britton-Watkins stated that some doctors and psychiatrists are concerned that they are not meeting the 24 hour requirement to provide evaluations and services. Leza acknowledged that there are waivers available to address licensure rules. For example, there is a waiver available that allows a LPN to work the midnight shift (11PM-7AM), due to the inability to get a RN to work this shift.• Leza provided information to the SCFAC on the LOC proposals. At this	
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	<p>time, the LOC has not made any hard and fast recommendations. The consultant recommended that the State no longer supplement the Medicaid benefits. Last year the State spent \$26 million for CAP-MR/DD services and these consumers also were on the CAP waiver.</p> <ul style="list-style-type: none"> • SCFAC members inquired about Comprehensive Treatment Service Program (CTSP) funding which is used to pay for services that Medicaid won't cover. People who receive Medicaid can receive CTSP funding. The state funding has been used to pay room and board costs. 	
<p>NC “Systems Transformation” Grant: Heather Burkhardt</p>	<ul style="list-style-type: none"> • Heather Burkhardt, Division of Aging, provided an overview of the NC “Systems Transformation” Grant Application. The grant provides 2.4 million dollars over five years. There are three goals: <ol style="list-style-type: none"> 1. Improved Access to Long-Term Support Services: Development of a “One-Stop” System, 2. Increased choice and control: Development/Enhancement of a Self-Directed Service Delivery System and 3. Transformation of Information Technology to Support Systems Change. • This grant will provide resources for seniors. NC-Care link is currently under development to provide local information across the state. SCFAC members mentioned the need to also provide printed materials to community members who do not have internet access. • The work group is requesting SCFAC participation or Division staff updates as requested to help with the Person Centered Planning Curriculum and to do information and outreach. The next workgroup is scheduled for February 20, 2007 in Cary, NC. The grant planning process ends in April. 	<p>SCFAC requested the list of Stakeholders working on this initiative. SCFAC members will review meeting dates and location and will then make a decision about participating.</p>
<p>Provider Performance Measures: Carl Britton-Watkins</p>	<ul style="list-style-type: none"> • Adolph Simmons, Quality Management Team, will attend the March SCFAC meeting to gather SCFAC input on the development of the Division's Provider Performance Measures. 	<p>SCFAC members received and will review Provider Performance Documents prior to the March meeting.</p>
<p>Issues and Public Comment Time</p>	<ul style="list-style-type: none"> • SCFAC members discussed increasing the Division presentation time to one hour. • Laura Sturgis, DD Family member and new provider, expressed concerns about the local CFAC in her area. It has been her experience that the consumers do not have adequate choice of providers. In addition, many parents in her area have expressed concerns about the Enhanced Services Implementation Update #19- <i>Clarification Regarding Family Members as Paid Providers under CAP-MR/DD Waiver</i>. 	<p>SCFAC members voted unanimously in favor of increasing the time to one hour each month.</p>

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<p>SCFAC Technical Assistance Planning: Carl Britton-Watkins</p>	<ul style="list-style-type: none"> • SCFAC members discussed providing technical assistance to local CFACs. Some CFACs feel that their input is not being appropriately considered by their LME. SCFAC members agreed that it is important to assist with training needs and to hear the issues of local CFACs across the state. However, the information provided to local CFAC groups needs to be consistent and accurate. • SCFAC members unanimously agreed that they cannot solve every local issue presented to SCFAC. In addition, the LMEs get a budget in order to assign a staff liaison to assist the local CFACs. SCFAC members want to be careful to not interfere with issues that are better addressed at the local level. However, the members would like to hear of local issues. SCFAC members agreed that they will not micro-manage, but that they could assist local CFAC groups in locating the resources and assistance necessary to help them solve problems. Carl Britton-Watkins noted that the State CFAC has no authority to tell local CFACs what to do. • SCFAC members discussed the possibility of having their own budget. Chris Phillips noted that, historically, SCFAC members have been reimbursed for all of their expenses. Members agreed that the Division has always financially supported the committee. Members agreed however, that sub-committee members need reimbursement to support their activities. 	<p>The SCFAC will be looking at ways to provide technical assistance to local CFACs in collaboration with the Consumer Empowerment Team.</p> <p>SCFAC members voted against having their own budget. Chris Phillips will research the extent of reimbursement for State CFAC activities.</p>
<p>DMH/DD/SAS Hospital Admissions and Discharge Planning Workgroup Meeting</p>	<ul style="list-style-type: none"> • Colleen Vaughan attended the January 29, 2007 meeting of this workgroup in Raleigh. Due to the recent resignation of Colleen Vaughn, Amelia Thorpe will now be participating on this work group. 	<p>Cathy Kocian will provide Amelia with dates, times and locations of future meetings.</p>
<p>ELT Update: Carl Britton-Watkins</p>	<ul style="list-style-type: none"> • The Division is presently working on the 2007-2010 Strategic Plan. • Christina Carter distributed a Gantt chart displaying the progress of Division efforts to finalize tasks and rules associated with legislative mandates. • Mike Hennike, Chief of State Operated Services, provided an overview of the Bed Transfer Proposal. Discussion included the need to develop the proposal into Division policy. • ELT members discussed the Loan Repayment Program for psychiatrists who are willing to work in under-served, rural communities. This program is 	

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	funded by Federal and State dollars and is designed to address the shortage of psychiatric and other services in areas lacking these services.	
External Advisory Team Update: Judy Dempsey	<ul style="list-style-type: none"> Judy Dempsey and Dorothy O'Neal attended the January 19, 2007 meeting in Raleigh. The update included the distribution of the grid referenced in the Division update outlining the five Division objectives driving the development of the DMH/DD/SAS 2007-2010 State Plan. In addition, Judy described to the group the policy domains for performance reporting and measurement: <ol style="list-style-type: none"> 1. Person centered planning, 2. Access to services, 3. Consumer focused outcomes, 4. Promotion of best practices, 5. Quality management system, 6. System efficiency and effectiveness and 7. Early intervention and prevention. 	The next EAT meeting is scheduled for February 16, 2007 in Raleigh.
SCFAC/LCFAC Communication Template Sub-Committee	<ul style="list-style-type: none"> Marian Spencer distributed the finalized reporting form to local CFAC Chairs via email. Cathy Kocian mailed out the form via US Mail to all CFAC chairs who did not have email access. The sub-committee will review and quantify the content of all reports as they are returned. SCFAC members exchanged feedback they had received regarding the report. The reporting template is designed to assist local CFACs in fulfilling their statutory obligation to "submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, developmental disabilities, and substance abuse services." Two tasks from S.L. 2006-142 were referenced in the discussion regarding SCFAC responsibilities: <ol style="list-style-type: none"> 1. "The SCFAC shall receive the findings and recommendations by local CFACs regarding ways to improve the delivery of mental health, developmental disabilities and substance abuse services, and 2. The SCFAC shall provide technical assistance to local CFACs in Implementing their duties." SCFAC members inquired about the timeline for LMEs regarding the submission of their quarterly reports to the Division. In addition, members would like to know what the consequences are if the LME doesn't 	<p>Marian Spencer will act as the contact person and will receive all reports submitted from the local CFACs. The due date of the reports is February 28, 2007. The SCFAC will review key issues and concerns.</p> <p>SCFAC members will be reviewing the options of a quarterly or semi-annual summary report of the findings and recommendations.</p> <p>Chris Phillips will research the questions posed by SCFAC members.</p>

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	submit the quarterly report by the deadline.	
Strategic Planning 2007-2010	<ul style="list-style-type: none"> SCFAC members added two items to their list of recommendations to the Division's three year Strategic Plan: <ol style="list-style-type: none"> Resources in the Community and Use of Lottery funds for MH/DD/SAS. 	
Next Meeting Date	The next meeting is scheduled for March 8, 2007, from 9:30 A.M.–3:00 P.M. Meetings are held at the Holiday Inn North, 2805 Highwoods Blvd., Raleigh.	
March 2007 Meeting Agenda	Approval of the Agenda. Approval of the February 2007 meeting minutes. Discussion with Division Leadership. Public Comment & Issues Session. External Advisory Committee Update. Executive Leadership Team Update. DMH/DD/SAS Admissions and Discharge Planning Workgroup Provider Performance Measures Presentation SCFAC/LCFAC Communication Template Sub-Committee Diane Steinbeiser, Director Project HEALTH	
Future Discussion		